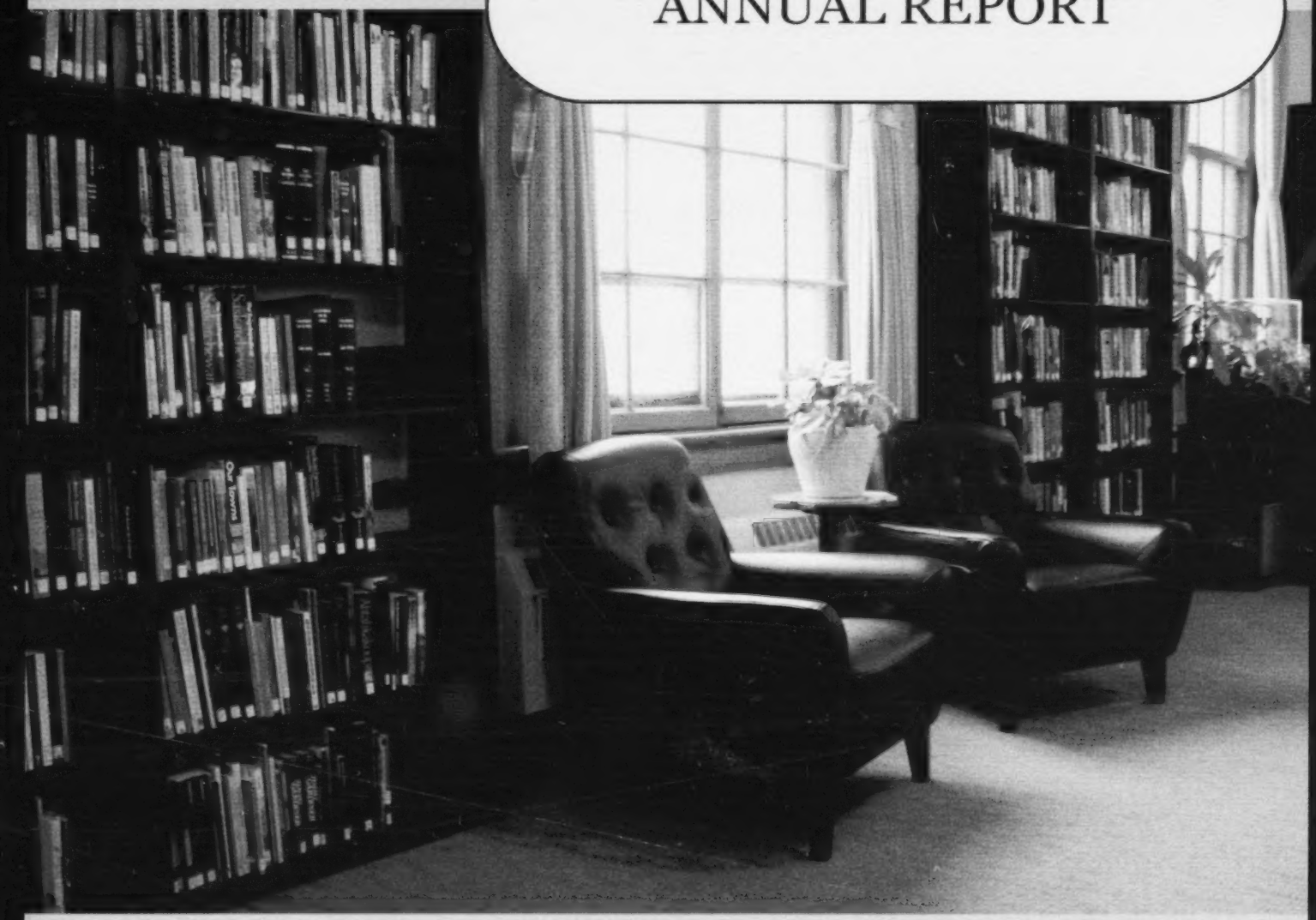
Legislative Assembly of Saskatchewan

ANNUAL REPORT



Saskatchewan Legislative Library

for the period ending March 31, 2016

Saskatchewan Legislative Library Annual Report

For the period ending March 31, 2016

Legislative Library
Regina, Saskatchewan
2016

Saskatchewan Legislative Library
234 – 2405 Legislative Drive
Regina, SK S4S 0B3

Published in 2016

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Cover photo: Arnold McKenzie

Saskatchewan
Legislative Library

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November 22, 2016

The Honourable Corey Tochor
Speaker of the Legislative Assembly of Saskatchewan
Room 129, Legislative Building
Regina, SK S4S 0B3

Dear Mr. Speaker:

I am pleased to submit the Legislative Library Annual Report for the period April 1, 2015 to March 31, 2016 for tabling in the Legislative Assembly.

This report is submitted pursuant to section 80(3) of *The Legislative Assembly Act, 2007* and in accordance with the *Rules and Procedures of the Legislative Assembly of Saskatchewan*.

Highlights of activities during the report period include:

- Delivery of core library programs and services
- Installation of additional perimeter book shelves in the Library Reading Room
- Continued de-acidification of the Saskatchewan government publications collection
- 43% increase in the number of Saskatchewan government publications deposited
- Continued promotion of compliance with Saskatchewan government publications deposit
- Selection of new library catalogue software system
- Continued engagement in a variety of outreach and partnership activities

It is an honour to provide library services to Members of the Legislative Assembly and the people of Saskatchewan. I am grateful for the work of our team within the Legislative Library, as well as the support of the Legislative Assembly Service, Office of the Speaker and the Board of Internal Economy.

Respectfully submitted,

Melissa Bennett

Melissa Bennett
Legislative Librarian

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Mandate

The principal role of the Legislative Library is to provide a confidential, non-partisan parliamentary library service to all Members of the Legislative Assembly and their staffs.

The secondary role of the Library is to serve the people of Saskatchewan by making available the benefits of its special legislative and research collection, where these benefits cannot be obtained elsewhere.

The Library is the official depository for all Saskatchewan government publications and is the official exchange library for the Province.

The Library is governed under Sections 80-81 of *The Legislative Assembly Act, 2007* and Rules 162 and 163 of the *Rules and Procedures of the Legislative Assembly of Saskatchewan*. Its modern mandate was established by the Assembly's *Report of the Special Committee on the Review of the Legislative Library* (1981).

The Library is a division of the Legislative Assembly Service. It is the oldest library in Saskatchewan with origins dating back to 1876. It is one of 13 parliamentary libraries in Canada.

The Library strives to achieve the vision of the Legislative Assembly Service, which is:

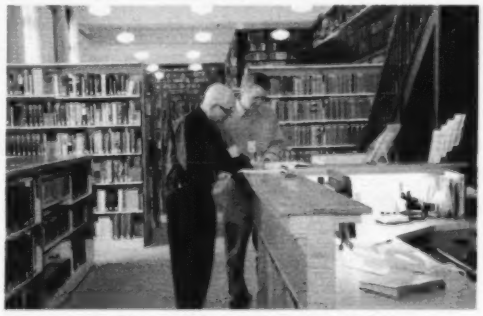
"A parliamentary system that is valued, trusted, and understood."

In carrying out its mandate, the Library's mission is to bring the following benefits to the legislature and Province:

- Increase the knowledge base of the legislature;
- Support informed decision-making;
- Preserve and make accessible the historical record; and
- Contribute to an informed citizenry.

The Library's strategic plan sets developmental goals that will enable the Library to meet clients' changing needs and expectations. Annual initiatives work towards achievement of these goals, while continuing to deliver on the Library's core mandate. Currently, these goals are:

- Targeted services to more clients
- Enhanced, state-of-the-art technology
- Appealing, efficient, comfortable spaces
- Greater client awareness of our value
- Clear collection management strategy
- Improved internal communications
- Evolving skilled staff



Library staff providing research assistance.
Photo credit: Arnold McKenzie

Services to the Legislative Assembly

Reference & Circulation Services

The Library's Reference & Circulation Services provide traditional library services to all types of clients, responding to requests for information, teaching people how to find information on their own, and lending out materials.

For legislative clients, the Reference Service ranges from the provision of basic data to assembling media scans and reading lists, or compiling more complex information on research topics such as public policy, legislation, and history.

Reference librarians at the Library Reference Desk work with legislative clients to identify information needs and to compile information and research material to meet their request. Services are confidential and non-partisan.

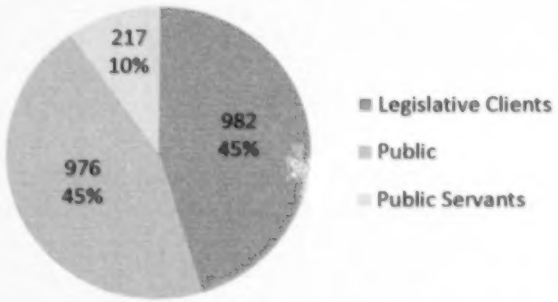
The legislative client group includes Members of the Legislative Assembly, their caucus and constituency staffs, legislative officers and their staffs, Ministers' office staffs, the Executive Council, the office of the Lieutenant Governor, and officials of the Legislative Assembly Service.

While giving priority to legislative clients, the Library also strives to fulfill a secondary role of supporting the democratic process by making its collection accessible to the people of Saskatchewan. The Library assists secondary clients by providing basic reference assistance, referrals, and teaching people how to use our collections.

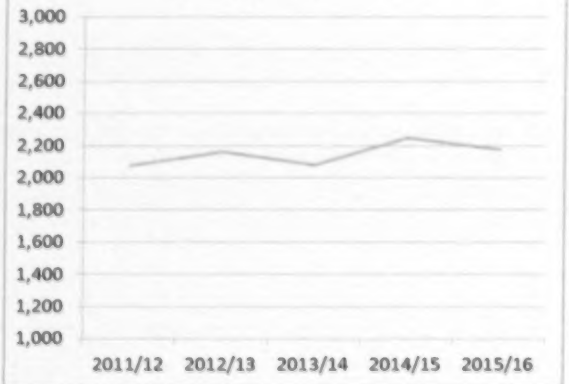
In 2015/16, the Library received **2175** reference requests. This quantity is similar to the average number of reference questions received over the last 5 years, which is 2148.

Of these reference requests, **982** were submitted by legislative clients, **976** were submitted from public clients; and **217** were submitted from the Saskatchewan public service.

Percentage of Questions Received from Client Groups, 2015/16



5 Year Trend -- Reference Questions Received



Customized Members' Services

Customized Members' Services are a suite of personalized research support services that are delivered weekly to Members of the Legislative Assembly, legislative officers, and senior officials of the Legislative Assembly Service. This service provides legislators with media monitoring as well as information for continuous learning and a knowledge advantage.

Legislators sign up to receive this service by working with the Members' Services Librarian, who works with them to determine a profile of topics to monitor. Packages of information – such as media scans, tables of contents for selected periodicals, and briefings on new books – are then provided on a regular basis.

Members' Services uses a broad range of newspapers, publications, databases, wire services, and radio and television transcripts together with powerful search tools in order to find and assemble relevant research information for clients.

In 2015/16, there were **72 registered clients** using one or more of the Library's Members' Services:

- **54 clients** registered for the **Direct-User News Service**. This service is a private, password-protected online service that allows clients to monitor news anytime, anywhere. Clients generated **23,021 full-text news article hits** in 2015/16.
- **577** new books were requested through the weekly **new book alert service**.
- **954** magazine and journal articles were requested from the weekly **current periodical contents service**.
- **23 clients** subscribed to the full text news clipping service. This service provides news clippings in hardcopy or digital format.
- **8 clients** subscribed to the news headlines and abstracts service.

Members' Services also provides background kits to MLAs attending Commonwealth Parliamentary Association conferences and other legislative conferences. These kits provide background information on the topics under discussion at the particular conference.

In 2015/16, the Library produced **5 conference background kits** for:

- Assemblée International Des Parlementaires De Langue Française
- 53rd Canadian Regional Commonwealth Parliamentary Association Conference
- Commonwealth Women Parliamentarians Outreach Program
- 70th Midwestern Legislative Conference (MLC)
- Pacific Northwest Economic Region (PNWER), 25th Annual Summit

Backgrounder kits for the Midwestern Legislative Conference (MLC) and the Pacific Northwest Economic Region (PNWER) Annual Summit continue to be a collaborative effort between the Library and Intergovernmental Affairs, Government of Saskatchewan. The collaborative work of Members' Services with Intergovernmental Affairs on the MLC and PNWER kits goes back 13 years, having started in the 2003/04 fiscal year.

Collections

The Legislative Library's research collection is a mix of print, digital, and multi-media publications that support the information and research needs of legislators.

Collection materials are used directly by clients. They are also used by library staff in support of client services.

The collection provides basic coverage in most subjects and in-depth coverage in topics of interest to Saskatchewan legislators.

Collection strengths are government publications, law and legislation, news media, public policy, Saskatchewan content (non-fiction), current affairs, history, politics, and parliamentary affairs. The Library also has local information collections such as its collection of Saskatchewan provincial election campaign literature.

Print Collection Utilization

In 2015/16, **10,392 items** were **utilized** from the library's print collections. Of these items, 9,088 were used in the library, and 1,304 items were borrowed by clients.

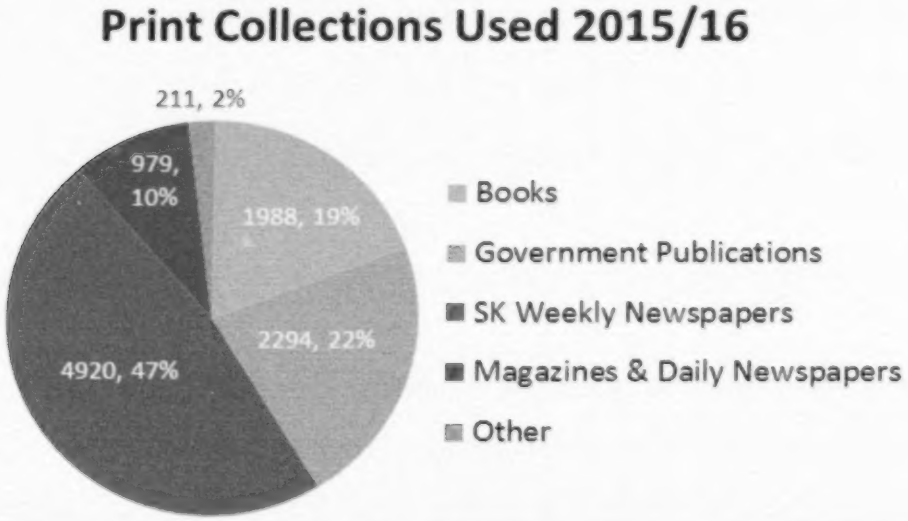
A small number of print items loaned were handled through interlibrary loan. The Library loaned 71 collection items to other libraries. The Library obtained 82 items for clients via interlibrary loan.

Within the Library's print book collection, political science and the social sciences are most heavily used at 39%, followed by history at 24% and reference materials at 19%.

Digital Collections

In 2015/16, the Library's collection of **digital Saskatchewan government publications** grew by **6,981** items to a total of **34,199 items**. This collection is searched and accessed through the library catalogue. Utilization statistics are not available from the repository's current software platform.

In 2015/16, Library clients downloaded over **23,500** full text items from the Library's licensed e-resources. The Library licenses



these e-resources on a subscription basis from various vendors. They are available to all Library card holders. A full list of subscription e-resources is available under "e-resources" at www.legassembly.sk.ca/library.

Licensed E-Resources Most Used in 2015/16

E-Resource	Items used
Canadian Newstand	10,906
Press Display	9,488
Canadian Business and Current Affairs	791
Early Canadiana Online	516
HeinOnline	467
Canadian Public Policy Collection	256
JSTOR	253
General OneFile	230
Canadian Periodicals Index Quarterly (CPI.Q)	192

Saskatchewan Government Publications Deposit

In Saskatchewan, it is a statutory requirement that all provincial government bodies must deposit copies of their publications with the Legislative Library. This legislation was first enacted in 1982 and continues in *The Legislative Assembly Act, 2007* (section 81).

The Library's role as a repository for all Saskatchewan government publications is a key function in its service to the Legislature and the parliamentary system. It ensures that legislators and the people of Saskatchewan have access to the published documentary record of the provincial level of government.

Legislation Changes

In spring 2015, the legal deposit provisions of *The Legislative Assembly Act, 2007* were amended to give the Library flexibility on the number of hard copy publications it requires on deposit.

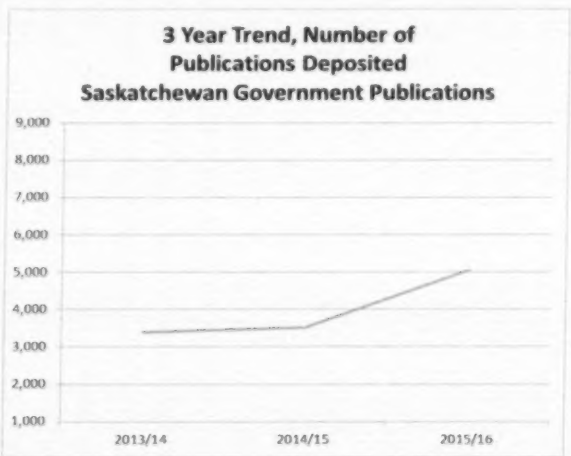
The Act was also revised to specify that publications produced by Legislative Officers, the Legislative Assembly, and the Legislative Assembly Service are subject to legal deposit requirements.

Compliance

Last fiscal year, the Library began an extensive outreach effort to promote compliance with Saskatchewan Government Publications Deposit.

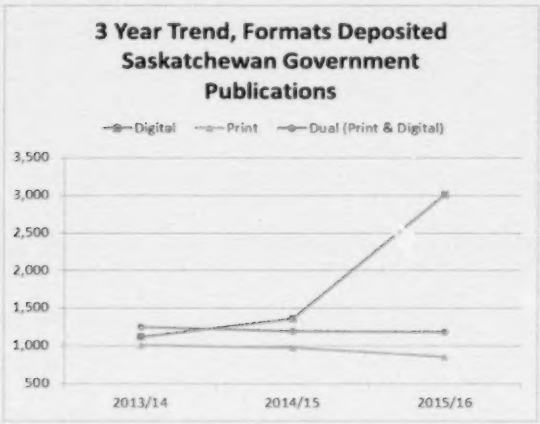
In 2014/15, the Library visited almost all Saskatchewan government bodies to promote compliance. In 2015/16, the Library established a schedule for visiting each Saskatchewan government body every two years in order to continue to promote compliance. As part of this schedule, the Library visited 21 agencies again in 2015/16.

This outreach effort had a positive impact. In 2015/16, Saskatchewan government agencies **deposited 5,046 publications** with the Library — a **43% increase** over the previous year.



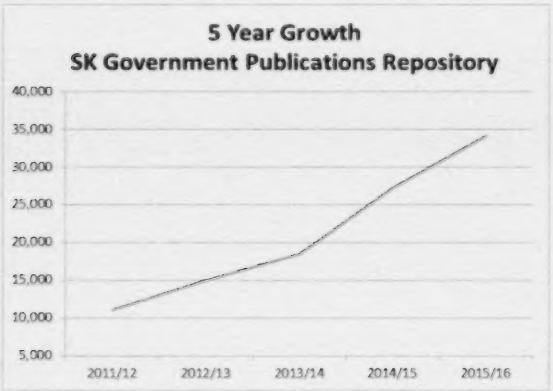
Formats Deposited

The deposit of digital only publications increased by 122% in 2015/16. The deposit of print only publications declined by 13% and dual format (print and digital versions) publications stayed roughly the same.



Repository Growth

In 2015/16, the Library's repository of **digital Saskatchewan government publications** grew overall to **34,199 items** – an increase of 6,981 items over the previous year.



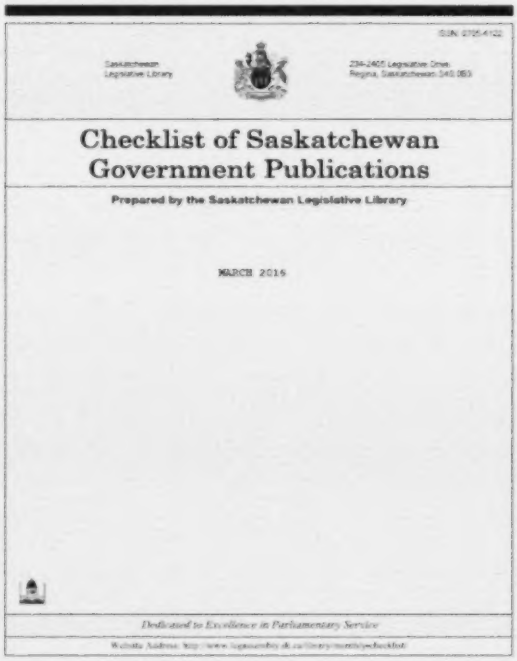
Repository items are accessed through the library catalogue. Each repository title is catalogued and the catalogue record hyperlinks to the full text digital publication located on the repository server.

Challenges

In 2015/16, the Library noted increasing cases of government publications in digital formats that are not possible for the Library to accession with current infrastructure, for example, database driven content.

Monthly Checklist

In 2015/16, the Library continued to produce its monthly *Checklist of Saskatchewan Government Publications*, which is posted on the Library web site and sent via e-mail to subscribers.


Checklist of Saskatchewan Government Publications

Prepared by the Saskatchewan Legislative Library

MARCH 2016

Dedicated to Excellence in Parliamentary Service

Provincial General Election Readiness

In 2015/16, the Library undertook a number of election readiness activities in anticipation of the Provincial General Election set for April 4, 2016.

During an election period, the Library makes every effort to collect published material on all of the candidates running for election. Material collected includes both local news articles and campaign brochures and leaflets that the candidates have produced. During the 2016 election period, the Library collected over 600 items for the collection. These publications are a valuable addition to the collection and can be difficult to otherwise find after the election period.

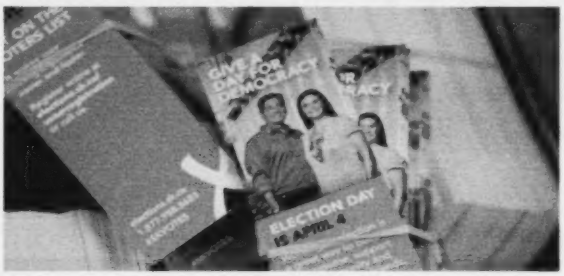


Photo credit: Elections Saskatchewan

The Library also undertook activities to prepare for the dissolution of the 27th Legislature, which occurred on March 8, 2016 upon the issuance of the writs of election. Library services to Members were discontinued upon dissolution and preparations made to resume services after the election.

The Library also prepared for orienting new Members of the Legislative Assembly and resuming library services for returning Members. This included preparing orientation materials for the various MLA orientation forums organized by the Legislative Assembly Service, including a printed orientation manual, online Members' Portal, and in-person orientation sessions.

Library Access and Collection Management

Library Access

Public Web Site

The Library's home page at www.legassembly.sk.ca/library is the place to access the Library's catalogue, the Library's licensed electronic resources, library hours and contact information, as well as library fact sheets, bibliographies, and finding aids.

In 2015/16, library web pages received **35,788 visits**. Of these, **10,226** were **unique visitors**.

MLA Portal

Members of the Legislative Assembly can access Legislative Library information through the MLA Portal. In 2015/16, as part of provincial election readiness by the Legislative Assembly Service, the Library contributed refreshed library content for a renewed MLA Portal (scheduled for release to MLAs following the election). The portal is now a permanent additional means for MLAs to access library services.

Library Catalogue

Library clients and staff find items in the Legislative Library collection by searching the Library catalogue, which is linked from the Library's home page.

The Library's catalogue software is fundamental for inventorying, tracking, accessing and producing statistics about the library collections.

The Legislative Library acquires and maintains its library catalogue software in partnership with several other Saskatchewan libraries (see Partnerships).

In 2015/16, partner libraries undertook procurement of new library catalogue software, to replace aging software that has been in place since 1998. Partners issued a Request for Proposal and, after an evaluation process, selected the library software package *Alma* and *Primo*, produced by Ex Libris.

The new library catalogue software will enable unified searching of the Library's print collections and the majority of the Library's licensed online databases. Implementation of the new system is scheduled for the 2016/17 fiscal year.

Library Service Points

Clients can access Library services by visiting the library service desks in the Reading and Reference Rooms (Room 234, Legislative Building) which are open to the public during all library service hours. Clients can also access Library services by phone or e-mail.

In 2015/16, 43% of library reference requests were received in-person, 30% received by e-mail, and 27% received by phone.

The Library enhanced its Reading Room in 2015/16 by installing book shelves along the north perimeter wall in between the exterior windows, making more books accessible for browsing.

Collection Management

Collection Policy

Development and management of the Library collection is guided by the Library's Collection Policy.

In 2015/16, the Library updated the policy to reflect changing client needs as well as changes in the information and publishing environment.

Preservation

Proper stewardship and preservation of library collections continues to be an important priority for the Library.

In 2015/16, 2,680 items from the Saskatchewan government publications collection received de-acidification treatment. This treatment neutralizes harmful paper acids and extends the life of print publications.

The de-acidification treatment was carried out for the Library by Preservation Technologies L.P. The Library's Circulation section inventories and packs every title shipped for the treatment.

In September 2015, the library arranged for a conservator to deliver book repair training to library employees. The two-day workshop focused on book repair principles and techniques that will enable employees to address basic book repair problems.

In May 2015, the Library met with a Preservation Development Advisor from the Canadian Conservation Institute to review environmental conditions in the Library and their impact on collection preservation.

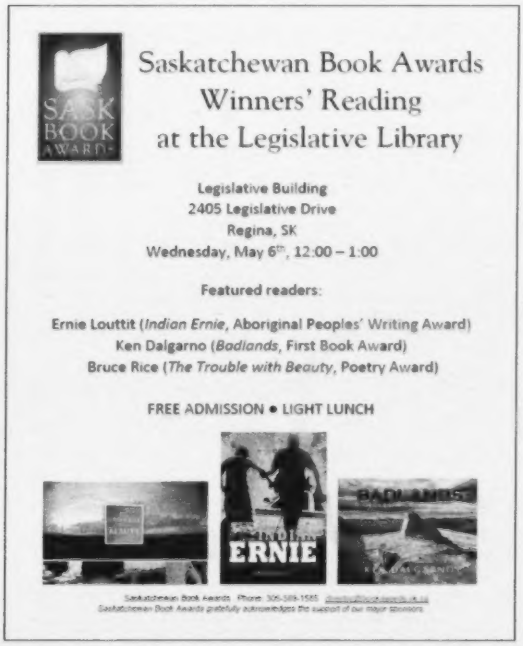
The CCI advisor reviewed the Library's collection spaces and commented on conditions, such as light, temperature, relative humidity, and elevation (above or below grade). The CCI advisor shared a verbal report with Library Administration which will be used by the Library in ongoing preservation improvement planning.

Library staff participating in a book repair workshop.
Photo credit: Legislative Library

Saskatchewan Book Awards Winners' Readings at the Library

May 2015 marked the 7th year of collaboration between the Library and the Saskatchewan Book Awards to host the annual Saskatchewan Book Awards Winners' Readings at the Legislative Library -- an event that is open to the public as well as legislative clients.

Approximately 40 people came to the Library over the noon hour on May 6, 2015 to hear authors Ernie Louttit, Ken Dalgarno, and Bruce Rice read from their award winning books *Indian Ernie* (Ernie Louttit) *Badlands* (Ken Dalgarno), and *The Trouble with Beauty* (Bruce Rice).



Following the event, the authors, along with Saskatchewan Book Award officials and the Legislative Librarian, attended Routine Proceedings of the Legislative Assembly. Ms. Sproule, MLA for Saskatoon Nutana and Mr. Norris, MLA for Saskatoon Greystone introduced the authors to the House and acknowledged their book awards and readings at the event.

Audience listening to author Ken Dalgarno, Saskatchewan Book Awards reading in the Library, May 6, 2015.
Photo credit: Legislative Library

Library Service Orientations

In 2015/16, the Library visited the staff of the Information and Privacy Commissioner, the staff of the Advocate for Children and Youth, and the Hansard branch of the Legislative Assembly Service in order to provide information on library services available to them.

Outreach at Saskatchewan Libraries Conference

In May 2015, the Library delivered a conference session and staffed a booth at the Saskatchewan Libraries conference, which is the annual conference for all types of libraries in Saskatchewan, organized by the Saskatchewan Library Association.

The Library's presentation focused on how to conduct legislative research, services available from the Library, as well as the history of the Legislative Library and its historical role in the development of library services in Saskatchewan. The session was delivered by Leslie Polsom, Director of Reference Services, and Greg Salmers, Director of Support Services.

Leslie Polsom, Legislative Library Director of Reference Services, presenting at Saskatchewan Libraries Conference, Regina, May 2015.
Photo credit: Legislative Library

Saskatchewan Teachers' Institute on Parliamentary Democracy

In April 2015, the Library provided support to the 2015 Saskatchewan Teachers' Institute on Parliamentary Democracy.

The Legislative Librarian briefed teachers on the role of the Legislative Library. The Library also provided background documents for participants in the program. The Saskatchewan Teachers' Institute is an educational program for teachers, focused on parliamentary democracy, delivered by the Speaker of the Legislative Assembly.

Legislative Internship Program

In January 2016, the Library delivered orientation to the interns participating in the Saskatchewan Legislative Internship Program – Marie Digney, Marnie Howlett, Bram Lerat, and Maeve McLean. The orientation focused on the role of legislative libraries in parliamentary democracy and on the library services available to legislative interns.

Parliamentary Program for Public Servants

In April, May, and November of 2015, the Legislative Assembly offered the day-long Parliamentary Program for Public Servants. In this program, employees of the Saskatchewan Public Service visit the Legislature and learn about the legislative process. The Library participated in the program by briefing public servants about the role of the Legislative Library and the services that are available to them from the Library.

Partnerships

Consortium of Academic and Special Libraries of Saskatchewan

In 2015/16, the Legislative Library participated in the creation of the Consortium of Academic and Special Libraries of Saskatchewan (CASLS) which was formed out of a previous partnership called the Regina Library Information Network (RegLIN).

The Legislative Library was a founding member of the RegLIN, through which several Saskatchewan libraries – the University of Regina Library, Gabriel Dumont Institute Library, Regina Qu'Appelle Health Region Library, R.C.M.P Depot Resource Centre, and the Legislative Library -- cost shared library catalogue software.

Renewal of the partnership into the Consortium of Academic and Special Libraries of Saskatchewan included establishment of a new governance structure, bylaws, name, and the addition of Saskatchewan Polytechnic Library and the Law Society of Saskatchewan Library.

Also in 2015/16, the partnership conducted a Request for Proposal and evaluation process to select new library catalogue software for participating libraries. In January 2016, the partners selected the Alma and Primo software by Ex Libris. It will replace the existing library catalogue software, Voyager, which has been in place since 1998. Migration of all partner library catalogues to the new software is scheduled for 2016/17.

Saskatchewan Multitype Database Licensing Program

In 2015/16, the Legislative Library continued to acquire a number of licensed electronic resources by cost sharing the cost with other Saskatchewan libraries through the Multitype Database Licensing Program. Through this program, the library is able to subscribe to databases at a significantly reduced cost.

MDLP is coordinated by the Provincial Library and Literacy Office in the Ministry of Education. In 2015/16, the Legislative Library continued to participate on the MDLP Committee that evaluates and recommends products to be purchased through the program.

Government and Legislative Libraries Online Publications (GALLOP) Portal

This year, the Legislative Library continued to make its digital Saskatchewan government publications collection available for full text indexing and searching via the Government and Legislative Libraries Online Publications Portal at www.gallopportal.ca.

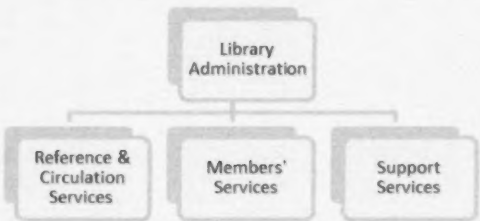
The GALLOP Portal is coordinated by the Association of Parliamentary Libraries in Canada. It is an online portal with full text searching of the electronic government publications collections from participating jurisdictions.

Administration

Organizational Structure

The Legislative Library is a division of the Legislative Assembly Service, which is part of the Legislative Branch of government.

The Office of the Legislative Librarian administers the Library and oversees the Library's three branches: Reference and Circulation Services; Members' Services; and, Support Services (see further, Functional Organizational chart, Appendix).



Strategic Direction

Every 3 to 5 years, the Library creates a divisional strategic plan that sets developmental goals.

Current Library Strategic Goals:

- Targeted services to more clients
- Enhanced, state-of-the-art technology
- Appealing, efficient, comfortable spaces
- Greater client awareness of our value
- Clear collection management strategy
- Improved internal communications
- Evolving skilled staff

Annual initiatives work towards achievement of strategic goals, while the Library continues to deliver on the Library's core mandate.

As this report has shown, the Library made good progress in 2015/16 toward achievement of these goals.

Organizational Development

In 2015/16, the Library participated in a broader initiative of the Legislative Assembly Service to renew its job classification plan. As part of this process, the Library renewed job descriptions for all positions in the Library.

In September 2015, the Library arranged for a conservator to deliver book repair training to library employees. The two-day workshop focused on book repair principles and techniques that enable employees to address basic book repair problems.

In 2015/16 the Library again employed a term -based summer student as Members' Services Research Assistant. This position conducts research for legislative conference background kits under the direction of the Members' Services Librarian.

In addition to providing essential support in the Library, this role is an opportunity for a student enrolled in Library and Information Studies graduate program, or a new library science graduate, to gain library job experience in Saskatchewan. Several of the Library's former Members' Services Research Assistants have later been employed into professional positions in Saskatchewan.

Appendices

Appendix 1: Legislative Library Functional Organization

Legislative Library Functional Organization

Library Administration

- Provides leadership for the Library's strategic development
- Contributes to the strategic direction of the parent organization
- Ensures alignment of library initiatives with organizational goals of the parent organization
- Oversees library program areas
- Manages library physical, financial, and human resources
- Manages library collections development and accommodations
- Oversees public relations and partnership activities
- Develops and maintains the Library's web spaces

Reference & Circulation Services

- Provides reference and bibliographic research assistance to clients
- Staffs the Library's public service areas
- Lends library materials to clients
- Manages interlibrary borrowing and lending activities
- Maintains collections in the Legislative Building
- Produces bibliographic research materials including fact sheets, bibliographies, and briefing notes
- Trains and orients clients
- Produces promotional brochures, booklets and displays
- Provides tours to library visitors

Members' Services

- Creates and maintains personalized client interest profiles for MLAs, legislative officials and in support of committees
- Provides customized, profile-based information services including:
  - Media monitoring
  - Electronic news clipping services
  - Magazine tables of contents
  - New book alerts
- Provides bibliographic research assistance and briefing materials to support MLA professional development activities
- Produces *The Members' Newsletter*

Support Services

- Acquires, processes, and catalogues new materials
- Administers the Legal Deposit Program for Saskatchewan government publications
- Manages the automated systems for acquisitions, cataloguing, circulation, and public access catalogue
- Maintains collections in the primary collection annex in the Walter Scott Building
- Produces the *Checklist of Saskatchewan Government Publications*
- Administers publication exchange agreements with other jurisdictions
- Manages the disposition of surplus and superseded materials
- Prepares materials for binding

Appendix 2: Legislative Library Staff

The following is a list of the Legislative Library's staff establishment for the 2015/16 fiscal year.

Library Administration

Melissa K. Bennett, B.A., M.L.I.S.
Legislative Librarian

Liza Leutenegger, B.Admin.
Administrative Assistant

Patricia M. Kolesar, B.A. (Hons.), M.L.S.
Assistant Legislative Librarian

Reference and Circulation Services

Leslie J. F. Polsom, B.A., M.L.I.S.
Director of Reference Services

Michelle Giese, B.A., M.L.I.S.
Reference and Electronic Resources Librarian

Beth E. Christianson, B.A., M.A.L.S.
Reference Librarian

Andy Fowler, B.A., M.L.I.S.
Reference Librarian

Kim Heidebrecht, Library and Information Technology Diploma
Client Services Manager

Andrea D. Mancuso, B.A., Library Sciences Technician Diploma
Client Services Assistant

Joel Blechinger, B.A.
Client Services Assistant

Members' Services

Maria Swarbrick, B.A., M.L.I.S., Law Clerk Certification
Members' Services Librarian

Kayla J. Olson
Members' Services Assistant (term)

Gina Brander, B.A. (Hons.)
Members' Services Research Assistant (term)

Support Services

Gregory C. Salmers, B.A. (Hons.), M.L.S.
Director of Support Services

Gina Abel, Library Technician Certificate
Support Services Manager

Chris Oxman, Library and Information Technology Diploma
Support Services Technician

Michele Strueby, Library Technician Certificate
Support Services Technician

Ashley E. Binns, Library Technician Certificate
Support Services Technician

Ivana Ruzic, Bachelor of Law
Support Services Assistant

Raeleen Rooney, B.A.
Support Services Assistant